

Wide Area Network

Product Summary

Overview

The State Wide Area Network (WAN) provides data network connectivity at local and remote locations throughout the state.

The State WAN is a complex system comprised of a high-speed redundant backbone, geographically distributed and fault tolerant hub locations, and many remote locations. Numerous factors are considered when designing the connection for a location—such as customer business requirements, carrier services, and available equipment.

Customers for the State WAN are executive branch agencies and their employees located at facilities throughout the state. Additional customers include non-executive branch state agencies, local, county and federal government agencies, and, non-state agencies contracted to conduct State business.

Product Features

Wide Area Network Features	
	Service Description
Wide Area Network (WAN)	<ul style="list-style-type: none"> Maintain high availability to multiple State data centers. Maintain a fault tolerant network with redundant paths from data centers to geographic hubs. Provide network utilization monitoring and bandwidth management.
WAN connection	<ul style="list-style-type: none"> Provide last mile connection from remote facilities to geographic hubs. Provide Ethernet handoff at each local facility. Provide one 100 Mbps port switch connection per agency per facility. Provide connections at campus sites, designed on a case-by-case basis to provide the most appropriate service that meets campus customers' needs.
Basic security	<ul style="list-style-type: none"> Provide firewall services between the Internet the state WAN. Provide backbone intrusion monitoring and management. Provide Access Control Lists (ACLs) for local LAN segments, where technically feasible. Note: Logging is not provided on router access lists. Provide packet screening to prevent IP spoofing from external networks.
IP address service	<ul style="list-style-type: none"> Manage address blocks. Manage subnets, VLANs and public/private IP assignments. <p>Access the VLAN Standardization Plan at http://its.innerweb.state.ut.us/customersupport/products/productsdata/networkservices/wan.shtml</p>
DNS service	<ul style="list-style-type: none"> Manage host, MX, alias and PTR records. Host newly registered DNS domains and manage DNS records. Delegate sub-domains per agency request. Manage changes to DNS entries. Provide instructions for registering new DNS names.
Primary domain Email service	<ul style="list-style-type: none"> Manage domains, post offices, and user aliases for all state employees. Provide secure Internet access to email. Manage GroupWise Internet Agent (GWIA) and servers. Manage outgoing mail SMTP servers.
Internet access	<ul style="list-style-type: none"> Provide content filtering and block inappropriate or unauthorized access. Provide customer-specific filtering, on request.

Product Benefits

Wide Area Network Benefits
Reliable and secure business and public safety quality network for data communications.
High availability via a redundant backbone.
Fault tolerant hub locations for contingency service in the event of a disaster or outage.
Data traffic routed throughout the state, linking state resources.
Routing to the State hub for full Internet access.
Professional network planners assigned to agencies and geographic regions to actively manage and ensure that customers' business needs are met.
Professional network design and engineering to enhance and maintain network technology for reliability and availability.
Primary and backup DNS servers to resolve name and addresses for Internet traffic.
WAN Users Group membership to contribute to product planning and quality of service.

Related ITS Products

The following add-on products and services can be provided at additional cost. Special Billing Agreements are used to recover expenses for those services below not included the state fee structure.

Related Add-on ITS Products and Services	
Additional ports	<ul style="list-style-type: none"> Agencies may negotiate with ITS for use of spare capacity on ITS owned and managed switches, if available. ITS requirements—for state interests, always take precedence over individual agency uses on ITS switches. In cases when spare capacity is not available, ITS can provide additional dedicated ports, at an additional negotiated cost.
Additional firewalls or security	<ul style="list-style-type: none"> ITS can provide LAN segment firewalls, at an additional negotiated cost. When an agency's business mandate requires additional security, ITS can help evaluate and develop a solution, at a possible additional negotiated cost.
Agency-specific solutions	<ul style="list-style-type: none"> ITS will assess and engineer appropriate network bandwidth by working with agency requirements. ITS can provide unique WAN connections, at an additional negotiated cost.
Firewall maintenance	<ul style="list-style-type: none"> ITS can provide maintenance for agency-owned LAN segment firewalls, at a negotiated cost.
Router access list logging	<ul style="list-style-type: none"> ITS can help agencies design a logging server solution.
VPN (Virtual Private Network)	<ul style="list-style-type: none"> VPN service is an additional add-on service.

Wireless LANs and Wireless LAN Access	<ul style="list-style-type: none"> ITS provides a Wireless LAN product that can be installed at state facilities. ITS provides access to Wireless LANs installed in state facilities, at a one-time set up fee.
Telecommuter access to the WAN	<ul style="list-style-type: none"> ITS provides telecommuter products such as DSL, ISDN and Dial-up for remote access to the WAN.

ITS Responsibilities

ITS Responsibilities
ITS is responsible for providing network maintenance to each Agency's demarcation point.
ITS is responsible for coordinating planned maintenance and notifying customers of planned outages.
ITS is responsible for notifying customers of unplanned service outages and security intrusions, and expected times to resolution.
ITS is responsible for assessing and engineering appropriate network bandwidth by working with agency requirements.
ITS is responsible for providing WAN service in an efficient and economical manner—to include using bandwidth monitoring statistics to justify enhancements.
ITS is responsible for maintaining the integrity and security of the State WAN by shutting down ports that have been penetrated, or otherwise violate network security policies.
ITS is responsible for conducting periodic WAN device count audits, in accordance with the WAN device definition and published guidelines.
ITS is responsible for conducting periodic Special Billing Agreement audits and updating agreements as applicable.

Customer Responsibilities

Customer Responsibilities
Customers are responsible for complying with State acceptable use policies.
Customers are responsible for providing ITS router access lists.
Customers are responsible for notifying their WAN Planner when planning facility moves.
Customers are responsible for notifying their WAN Planner when planning to deploy applications that might affect network traffic.
Customers are responsible for providing adequate space, power, cooling, etc. for State network equipment at each agency facility.
Customers are responsible for providing physical security in facility locations that house State network equipment.
Customers are responsible for providing their WAN Planner a local contact at each facility that is capable of assisting with troubleshooting the Agency's LAN to the WAN switch.
Customers that deploy LAN segment firewalls are responsible for: notifying their WAN Planner; providing access to ITS through the firewall; and, documenting the firewall configuration so agencies that need access to applications have access—i.e., enabling state interoperability.
Customers are responsible for complying with State security policies.

Product Service Levels

Wide Area Network Service Levels
ITS leverages the State's collective buying power to obtain the best possible level of service from contracted service providers.

ITS Customer Support

ITS Customer Support
Help Desk business hours are Monday through Friday, 7:30 a.m. to 5:30 p.m.
Help Desk off-hours provide for 24 hours a day, 7 days a week (24x7) customer support.
Problems can be reported 24x7 via phone (538-3440) or on-line (http://its.utah.gov/reportaproblem/reportaproblem.htm).
On-line problem submissions are monitored only during business hours.
Problem prioritization is based on importance of the system affected, severity of system degradation, and number of affected users.
Problem resolution is managed using a documented Problem Management Process.
Initial contact targets: Low priority – 2 business hours; Medium priority – 2 business hours; High priority – 1 clock hour; and Urgent priority – 30 clock minutes.
Total time to resolution targets: Low priority – 12 business hours; Medium priority – 10 business hours; High priority – 6 clock hours; and Urgent priority – 3 clock hours.
On-line chat enables customers to initiate a live on-line discussion with a member of the Help Desk team.
Resolution performance and escalation performance are measured regularly.
Customer satisfaction is measured regularly.
Outage reports are provided to communicate lessons learned and to explain future preventative measures.

Product Rate

The WAN product rate is applied to WAN devices.

Definition of a WAN Device

For purposes of the WAN product, a device is any electronically enabled MAC address, with the exception of network equipment such as routers, hubs, switches and wireless access points.

When Network Address Translation (NAT) is used as part of a security strategy, internal MAC addresses are considered WAN devices.

Devices with multiple NICs are considered one WAN device.

Users who use more than one device—e.g., desktop and laptop computers, should report two WAN devices.

Occasional users should report each device used.

Training room devices, regardless of utilization, are considered WAN devices.

Wide Area Network Rate	
<i>Executive branch state agencies</i>	\$31 per month per WAN device.
<i>Non-executive branch agencies and organizations</i>	Negotiated Special Billing Agreement.

Ordering the Product

To order Wide Area Network services agency customers should contact their assigned WAN Planner.

Product Agreement

ITS and the Customer agree that this Product Description constitutes a binding agreement between both parties for the Product and related services required by the Customer.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.